



Introduction

Public Service Regulation, 2016, Section 37 directs the Executive Authority to publish a service delivery charter on the website of the government department on an annual basis. Said charter must set out the service standards that members of the public can expect from the department as well as explaining how the department will meet these standards. These service standards and hence, the Service Delivery Charter should be reviewed annually to ensure that it is still relevant in terms of the department's mandate and the services it provided. Where the mandate has changed, such changes must be reflected in said charter.

Background

The Department has approved service charters for its Head Office, Regional Offices, and Facilities. In November 2019, the Executive Authority approved a revised macro organisational structure for the Department that resulted in the creation of an additional Chief Directorate and the reorganisation of the functions within these two Chief Directorates. The process of implementation of the revised structure was completed over the course of the 2020/21 financial year and the Service Charters of the Department is herewith amended in line with these changes.

Scope

The Service Charters are applicable to services managed at Head Office, the Regional Offices and Facilities of the WCG: Department of Social Development.

Legislative Environment

The Constitution of the Republic of South Africa Act of 1996 together with the relevant legislation as listed in Part A of the most recent Departmental Annual Performance Plan, direct the actions, performance and responsibilities carried by the Department.

Core functions of the Department

The Department is committed to the following primary functions:

- Manage the development and implementation of social welfare and restorative services programmes. This includes services to Older Persons; services to Persons with Disabilities; Crime Prevention and Support; Victim Empowerment; Substance Abuse Prevention, Treatment and Rehabilitation and; Child and Youth Care Centres.

- Manage the development and implementation of programmes for Children, Families and Early Childhood Development. This includes Care and Services to Families; Child Care and Protection; ECD and Partial Care and; Community Based Care Services for Children
- Manage the development and implementation of community development and partnership development programmes. This includes Social Relief; Institutional Capacity Building (ICB) and Support for NPOs; Poverty Alleviation and Sustainable Livelihoods and Youth Development

The core functions of the Department are supported by:

- Six (6) regional offices and forty-Five (45) local offices who, together with departmentally funded non-profit organisations implement social welfare and community development interventions across the Western Cape province;
- The Chief Directorate Financial Management whose functions include Financial Accounting, Internal Control and Supply Chain Management;
- The Chief Directorate Business Planning and Strategy whose functions include Business Planning and Monitoring, Population and Social Research, Knowledge Management, Communications and Customer Care services and, Information Communication Technology governance
- The Directorate Operational Management Support whose functions include People Management, Professional Development, Support Services in terms of occupational health and safety, infrastructure, security matters and, executive support to the Head of Department.

Conclusion

Attached as Annexure A, B and C are the Service Charters of the Department's Head Office, Regional Offices and Facilities respectively. These Service Charters represent the Department's commitment to serve the citizens of the Western Cape and reflect the legislative mandates and policies; outcomes and outputs which the Department will endeavour to achieve over the period 2020 – 2025.

Recommendation

It is recommended that Service Charters attached as Annexure A (Head Office), Annexure B (Regional Offices) and Annexure C (Facilities) be approved as the Service Charters of the Department of Social Development and be displayed in the relevant offices, facilities and on the Departmental website.

Ms Marion Johnson

Date:

CHIEF DIRECTOR: BUSINESS PLANNING & STRATEGY

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It is recommended that Service Charters attached as Annexure A (Head Office), Annexure B (Regional Offices) and Annexure C (Facilities) be approved as the Service Charters of the Department of Social Development and be displayed in the relevant offices, facilities and on the Departmental website.

Mr Charles Jordan

Date:

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